

CIO UNDERGOES DIVISION-WIDE TRANSITION

The Division of the State Chief Information Officer (CIO) recently announced a new organization-wide transition that includes a change in name, approach and leadership. The new name, the Division of State Information Technology, reflects a forward-looking approach from Division Director Tom Lucht in which the organization listens, learns and changes based on its customers' requirements.

Lucht's commitment to serving the customer was spelled out in a recent memo outlining the following goals:

- Increase communication across and within ranks.
- Establish more direct reports to the Division Director for accountability.
- Begin the process of identifying the Division's next generation of leaders.
- Isolate and focus on the remediation of unproductive service areas.
- Establish a culture of excellence and openness. To be the best.

"I didn't apply for this job, but I'm honored to have been asked to fulfill it," Lucht wrote. "And I will not work where there is less than a total effort to be the best. How will we know we are improving? When our customers, in an unsolicited way, say we are."

Lucht urged everyone in the Division to redouble their efforts to serve its customers. "A concerted, focused effort by everyone will be required," he wrote.

The new approach also coincides with recent legislative direction designed to create more statewide input into the Division's strategic plan. As such, the Division is no longer the state's "chief" of information technology, nor does Lucht carry the title of CIO.

Lucht is a veteran South Carolina Budget and Control Board manager who had been serving as Director of the Division of Insurance and Grants when he was asked in March by Executive Director Frank Fusco to serve as interim director of the CIO.



One area that remains a key emphasis for the Division is the South Carolina Enterprise Information System (SCEIS) project – a sweeping effort to overhaul all of state government's financial, procurement and business systems.

"They represent government at its finest as they try to make administrative systems more efficient," Lucht wrote. "They are doing it with insufficient resources for which they compensate with incredible efforts and intelligence and attitude. I am committed to preserving that valiant effort."

With new leadership and customer-driven approach in place, a systematic implementation of the change in name will take place over the coming months. During this transition, customers will continue to reach the Division and its employees through the same telephone numbers, e-mail addresses and Web site as previously used.